FRN - 1837328
FRN - 1837112 (free DNS service?)

Proficient

Tom Jordan

Bid T1 service - not TLS -

FRN 1837328
1837112

From:	Tom Jordan [tjordan@proficienttel.com]
Sent:	Friday, December 19, 2008 5:51 PM
To:	Hannigan, Kathleen; Pecora, Jim; tjordan@proficienttel.com
Subject:	Free Library Of Philadelphia E-Rate Proposal - Application #243820000708157
Attachments:	Proficient Telecom - Data Services Proposal - PremierC.doc

Proficient Telecom ᔆᴹ

Where Schools & Libraries Connect

SPIN 143032068

December 19, 2008

Kathleen M. Hannigan
Free Library Of Philadelphia
1901 Vine St
Philadelphia, PA 19103

RE: E-Rate Universal Service Application Number: 243820000708157

I am pleased to submit for your consideration the attached proposal for data services. This proposal is being provided in response to your Form 470 application which was filed with the Universal Service Administrative Company.

Proficient Telecom began offering services in 1996. In recent years we have specialized in serving schools and libraries, particularly those which receive E-Rate funding. Today, we offer a comprehensive list of communications solutions to schools and libraries throughout the United States.

Based on the information provided in your Form 470 filing, Proficient Telecom is recommending **managed T1 Internet Access Service at just $399 per month or managed Bonded T1 Internet Access Service at just $699 per month (These rates are before E-rate discounts. See the attached proposal for additional details.)**.

Additionally, for a limited time we are offering voice PRI as low as $299 per month.

If your organization is seeking a different service, please reply and indicate what it is and I'll be happy to give you a bid.

I look forward to discussing your specific needs in more detail. Please direct any questions to me on 314-406-6000 or by email to tjordan@proficienttel.com.
Finally, if you would kindly reply to this message with "Received", it would be greatly appreciated. If your organization has already chosen a service provider for this specific application number, indicate as such and I will remove it from our interested applicant list.

Thank you.

Sincerely,

Tom Jordan
314-406-6000
tjordan@proficienttel.com
www.proficienttel.com
SPIN 143032068

Data Communications Service Proposal

Presented By

Proficient Telecom ᔆᴹ

Where Schools & Libraries Connect

SPIN # 143032068

Contact: Tom Jordan

314-406-6000

tjordan@proficienttel.com

www.proficienttel.com

ABOUT PROFICIENT TELECOM

Leading Provider:

Proficient Telecom is an industry leading provider of voice and data communications services to schools and libraries throughout the United States. We develop secure end-to-end solutions to meet the needs of today's complex communications environment, and through the integration of IP-based telecommunications and cutting-edge software applications, deliver economic communications solutions that leverage broadband networks. In recent years we have focused on serving academic institutions, and as a result understand the unique requirements of schools who undertake the E-rate Form 470/471 application process in pursuit of Universal Service funding.

Our History:

Proficient Telecom was originally founded in 1996 to provide T1 dedicated Internet access services to small and medium-sized businesses in the Midwest. Now in our 13th year of service, we provide a comprehensive range of voice, dedicated Internet access, network security and virtual private network services to schools, libraries and small and medium-sized businesses <u>throughout the United States</u>.

Our Mission:

Proficient Telecom's mission is to provide high-quality, highly-affordable voice and high-speed Internet connectivity and related services to schools, libraries and small and medium-sized businesses.

Our Goals:

Simply stated, we focus on meeting your connectivity needs so that you can focus on running your organization. To achieve our mission, we apply ourselves in four key areas important to your operation:

Reliability. To keep you up and running around the clock, we've built a secure network with redundant switching and routing. To this we've added gear from Cisco, Intel and other leading vendors and have topped it all off with diversely routed connections to the Internet over tier-one telecommunications companies. All of this leads to one of the most reliable networks in our service areas.

Service & Support. Our highly-skilled support team is available seven days a week to address service related problems you may encounter. If it cannot be handled over the telephone, we employ escalation procedures to get your problem into the hands of systems engineers right away. Keeping you up and running is a top priority.

Value. Receiving quality service doesn't have to cost an arm and a leg. With a focus on reliability, our service plans offer the highest price to value ratio in the industry. You may find a lower-priced provider, but you won't find a better value.

Simplicity. We recognize that you need to focus on running your business and not on the latest technical jargon. That's why we speak in your terms - how Proficient Telecom will benefit your organization.

Our Facilities:

Proficient Telecom provides voice and data services throughout the United States. Our carrier-class data center was built with the features necessary to enable Proficient to offer highly reliable efficient connectivity solutions, including:

- Multiple upstream connections to the Internet via global carriers like Level 3 Communications and Savvis

- Fully-redundant climate controls to protect vital equipment

- 300 KVA UPS and 750 KVA Cummins diesel backup generation

- Anti-static flooring

- 24/7 video surveillance

- Proven technology from industry leading vendors such as Cisco, Dell, Intel, APC, and Liebert
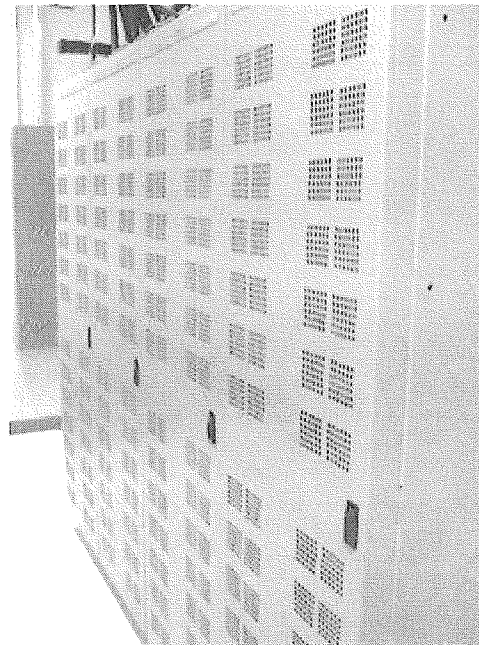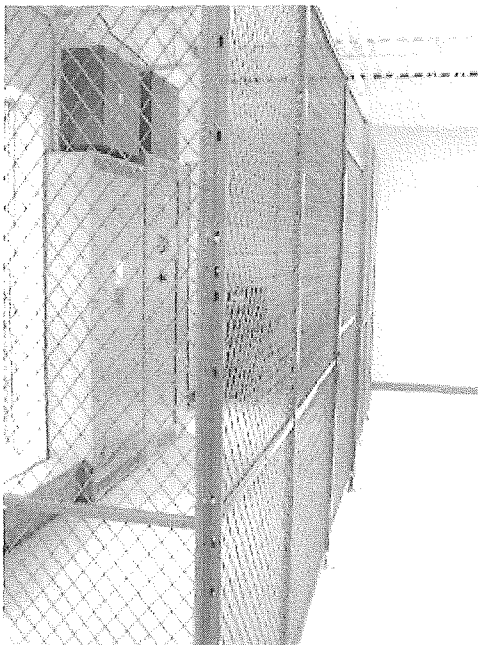
Our Proactive Approach to Monitoring & Support:

With a focus on relating our business performance to our underlying network performance, Proficient Telecom dedicates staff 24 hours a day, 365 days a year to monitoring the end-to-end performance of its networks, servers and applications. This enables us to not only quickly react to outages when they occur, but also identify developing faults and repair them before they result in outages.
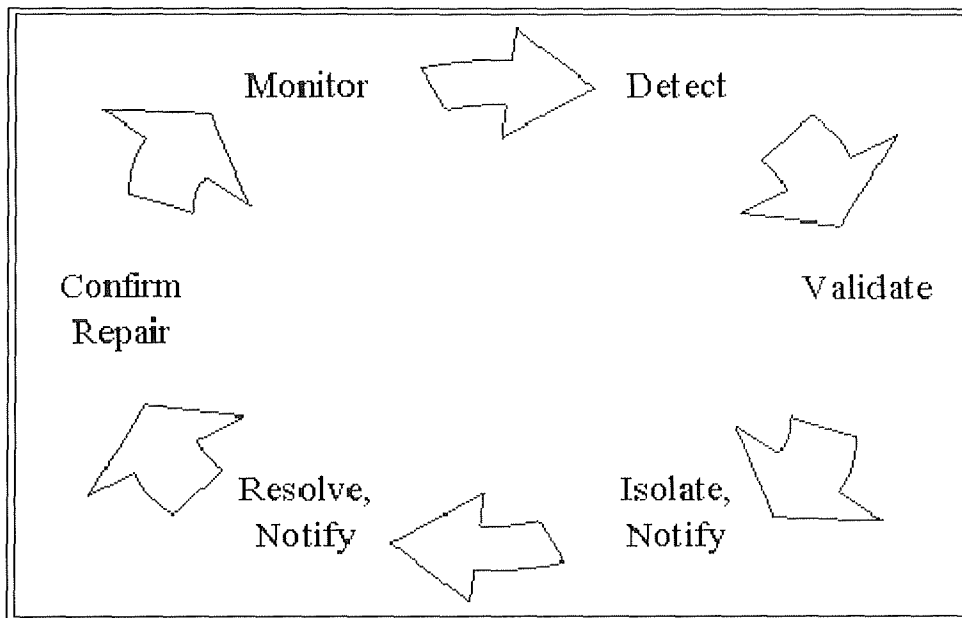
It sounds simple, but surprisingly far too many service providers rely on their customers to tell them when there is a problem.

For an additional fee, we can even customize and extend our monitoring and management into your network to whatever degree you desire – monitoring your internal switches, routers, mail servers, file servers, web servers, UPS and just about any other networked device – and taking proactive pre-determined steps to resolve problems. Clients of these customized services enjoy a complete IT management package - all for significantly lower costs than investing in hardware, software, training, and hiring.

PROPOSED SOLUTION

Description

Given your data service requirements as stated in your Form 470, Proficient Telecom is proposing Proficient Telecom T1 Internet Access Service.

This proposal includes working with your staff to migrate to your new public addresses, including making appropriate changes to DNS and/or working with another vendor that might host your DNS.

This proposal includes 8 public IP addresses. Additional addresses can be made available.

This proposal includes DNS hosting. This is optional and will only be provided if you feel it is the most efficient solution to meet your needs. There is no additional fee for this service.

Services Components

The service components for Proficient Telecom T1 Internet Access Service are as follows:

- *Connectivity.* Proficient Telecom will provide T1 circuit(s) from Proficient Telecom's facility to your facility. The customer premise end of each T1 circuit will connect to your premise router, while the Proficient Telecom end of each T1 circuit will connect to Proficient Telecom's network at its closest data center. Proficient Telecom's network includes connections to multiple upstream providers of connectivity to the Internet, providing you with redundant access to the Internet 24 x 7 x 365.

- *Proactive Status Monitoring.* Proficient Telecom will <u>continuously</u> electronically monitor the status (up or down) and utilization of your circuit(s). You can be alerted by telephone, pager or email if your circuit(s) fail and then again when each is working properly.

- *Bandwidth Monitoring.* Proficient Telecom will electronically monitor the usage of your circuit(s). Our web interface allows us to view inbound and outbound usage for the last day, week, month and year. This service can be utilized to identify improper or unexpected usage or to identify the need for additional bandwidth.

- *Technical Support.* Friendly live technical support available via telephone or email 24 hours a day.

Additional services such as voice PRI, hosted email (POP3 and IMAP4), web hosting, firewall services, content filtering, higher bandwidth speeds, and customized network monitoring and management are available for an additional fee.

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PRICING & CONTRACT TERMS

Monthly pricing for Proficient Telecom T1 Internet Access Service shall be a function of committed contract length, as follows:

Recurring Charge for Each Managed Data T1 Circuit (1.5 Mbps)

Length of Contract	Monthly Fee
36 Month	$399
24 Month	$419
12 Month	$439

Note: pricing is before any applicable E-rate discounts specific to your organization. Apply your school or library discount percentage to determine final cost.

Non-recurring Charge for Each Managed Data T1 Circuit (1.5 Mbps)

Length of Contract	One-time
36 Month	$0
24 Month	$0
12 Month	$0

Note: pricing is before any applicable E-rate discounts specific to your organization. Apply your school or library discount percentage to determine final cost.

Recurring Charge for Managed Bonded T1 Service (3.0 Mbps)

Length of Contract	Monthly Fee
36 Month	$699
24 Month	$739
12 Month	$779

Note: pricing is before any applicable E-rate discounts specific to your organization. Apply your school or library discount percentage to determine final cost.

Non-recurring Charge for Managed Bonded T1 Service (3.0 Mbps)

Length of Contract	One-time
36 Month	$0
24 Month	$0
12 Month	$0

Note: pricing is before any applicable E-rate discounts specific to your organization. Apply your school or library discount percentage to determine final cost.

Assumptions

This proposal makes a number of assumptions including but not limited to the following:

1) The information provided in the 470 application is materially correct.

2) You will assign a member of your technical staff to be the primary contact during the migration from your existing ISP to Proficient Telecom. That individual will be sufficiently familiar with your existing internal TCP/IP addressing scheme to support Proficient Telecom's engineers during the migration.

3) You will provide a complete listing of all DNS names you currently use.

Deviations from these assumptions may result in delays in completing the migration or additional costs.

ADDITIONAL CONSIDERATIONS

Any school or library actively evaluating service providers should consider the following questions:

1. What is important to our current provider or the provider we are considering? Are schools and libraries at the core of their market focus? Do they understand our requirements?

   Proficient Telecom is an experienced provider of services to institutions receiving Universal Service funding under the Schools and Libraries Program of the Universal Service Fund, and as such, understands the unique requirements of institutions receiving funding under this program.

2. Will our current provider or the provider we are considering be available when we need them? Do they provide 7 X 24 live technical support?

   Proficient Telecom provides over the telephone and email technical support 24 hours a day, 7 days a week.

3. Will our current provider or the provider we are considering monitor our network, proactively address problems and notify us of aberrations that will likely soon cause us problems, or will they rely on us to tell them when there is a problem?

   Outages while infrequent are just a part of life. Proficient Telecom continuously monitors the status and utilization of your circuits. In the event of an outage, we proactively take steps to resolve it.

INSTALLATION DETAILS & CONTRACT REQUIREMENT

Installation includes:

- Coordination with local exchange central office and facility personnel to complete the installation as required

- Working with your internal or external IT team as necessary

- Set up and configuration of a new router, if required

- Completion of any required customer DNS changes

Installation does not include (but may be provided for an additional fee):

- Internal wiring

- Configuration and management of internal network or firewall

- Provision of AC Power

- Setup and configuration of existing router

Installation Timeline:

Currently, installations in your area are being completed in approximately 10 – 14 business days.

Contract Required:

This proposal is not binding. Customer must enter into a term agreement with Proficient Telecom to affect initiation of service.

CUSTOMER REFERENCES

Customer references are available upon request.

CONTACT INFORMATION

Questions or comments should be directed to Tom Jordan at Proficient Telecom. Tom may be reached by telephone on 314-406-6000 or by email at tjordan@proficienttel.com

PROPOSAL REVIEW

Per the requirements of our Quality Management System, all proposals are reviewed before customer presentation.

This proposal was prepared by:
    Tom Jordan

This proposal was reviewed by:
    Jim Weyand

FRN 1837328
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